DOCUMENT RESUME

ED 107 999 CE 004 268

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TITLE An Analysis of the Bank Teller Occupation.
INSTITUTION Ohio State Dept. of Education, Columbus. Div. of Vocational Education.; Ohio State Univ., Columbus. Trade and Industrial Education Instructional Materials Lab.
SPONS AGENCY Office of Education (DHEW), Washington, D.C.
PUB DATE [75]
NOTE 78p.; For related documents, see CE 004 160-206, CE 004 263-267, and CE 004 425-427, Glossary of terms indicated is not included

EDRS PRICE MF-$0.76 HC-$4.43 PLUS POSTAGE
DESCRIPTORS *Banking; Communication Skills; *Finance Occupations; *Job Analysis; Knowledge Level; *Occupational Information; Safety; Skill Analysis; Skill Development; *Task Analysis; Task Performance; Work Attitudes
IDENTIFIERS *Bank Tellers

ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the bank teller occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Ten duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties include: opening and closing the teller cage; processing payments, safety deposit box transactions, government bond transactions, and savings time certificates; accepting deposits; cashing and issuing drafts; operating teller machine; and opening new accounts. (BP)

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ED107999

Occupational Analysis

CE 004268

BANK TELLER

MAY 1 1975

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5178

AN ANALYSIS OF THE BANK TELLER OCCUPATION

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Occupational Analysis
E.P.D.A. Sub Project 73402
June 1, 1973 to December 30, 1974
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The Ohio State University

"The activity which is the subject of this report was supported in whole or in part by the U.S. Office of Education, Department of Health, Education, and Welfare. However, the opinions expressed herein do not reflect the position or policy of the U.S. Office of Education, and no official endorsement by the U.S. Office of Education should be inferred."

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

The following occupational analysis of the bank teller occupation is a broad definition of the teller function. A teller in a small bank would be required to perform all of the duties listed. This can be contrasted with a teller in a large metropolitan bank, who would perform a more specialized function, and whose work day may consist of performing as few as two of the duties listed. It is felt that at least an understanding of the tasks required to perform all of the duties listed is necessary for anyone performing the teller function, regardless of the size of the institution in which he/she works.

ACKNOWLEDGMENT

We wish to acknowledge the valuable assistance rendered by the following subject matter specialists. They provided input to the vocational instructors in identifying related skills and concepts of each respective subject matter area and served as training assistants in the analysis process during the two-week workshops.

Rollin M. Barber, Psychology
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Lillian Yontz, Biology
The Ohio State University
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The following individuals are acknowledged for their organizational assistance in identifying and coordinating the vocational instructors and consultants in Distributive Education.

Cathy Ashmore, Director
Distributive Education Instructional
Materials Laboratory
Columbus, Ohio

James R. Gleason
Indian Hills High School
Cincinnati, Ohio

Acknowledgment is extended to the following I.M.L. staff members for their role in conducting the workshops; editing, revising, proofing and typing the analyses.

Faith Justice	Research Associate
Sheila Nelson	Administrative Assistant
Marsha Opritza	Editorial Consultant
Rita Buccilla	Typist
Peg Bushelman	Typist
Carol Fausnaugh	Typist
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Patti Nye	Typist
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JOB DESCRIPTION

The bank teller performs the duties necessary to service bank customers; opens and closes the teller cage; processes various type of payments; accepts deposits, both checking and savings; cashes and issues drafts; processes safety deposit box transactions; operates teller machine; processes government bond transactions; opens new accounts; and processes savings certificates.

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Duty A Opening and Closing the Teller Cage

1 Verify cash
2 Obtain cash
3 Prepare cage
4 Secure cash

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A_1 (TASK STATEMENT) VERIFY CASH

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Teller machine Cash tray Adding machine Paper Pen talley sheet Wrappers currency Coin Debit and credit memos Drafts	Count cash accurately Balance cash with proof	

DECISIONS	CUES	ERRORS
Determine if cash credit and debit memos, and daily transactions balance	Proper amount of cash	Shortages or overages Not count wrapped cash

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A. (TASK STATEMENT) VERIFY CASH

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to generate integrity Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational varibles. Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Positive Rationals = Emphasis on decimals for counting cash Property of comparison (balance cash with proof) equality/equivalence inequality/greater than/less than Guess and check method (in case of not balancing)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS

A_2 (TASK STATEMENT) OBTAIN CASH

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Teller machine Money tray Adding machine Credit/debit memos Change order form Currency and coin Vault	Determine denominations and amounts required Complete change order form Complete credit/debit memo Obtain change Verify amount Record transaction on teller machine and vault sheet	
DECISIONS	**CUES**	**ERRORS**
Determine coins needed Determine currency needed	Coin or currency shortages or overages Specific requests	Incorrect amount of change Incorrect amount of money

A_2 (TASK STATEMENT) OBTAIN CASH

BEST COPY AVAILABLE

SCIENCE

Maintain capacity to foster cooperation
Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational varibles
Attention
Mental alertness
Concentration
Mental clarity

MATH – NUMBER SYSTEMS

Positive Rationals = Emphasis on decimals for counting cash
Property of comparison (to verify amount)
equality/equivalence
inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Verbal request	Recognize amounts

A_3 (TASK STATEMENT) PREPARE CAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips	Place currency in drawer Place correct date on all dating instruments and teller machine Place wrapped coin into cage Obtain adequate supplies of deposit slips and debit and credit memos	

DECISIONS	CUES	ERRORS
Determine if adequate amount of supplies are on hand to perform data activities	Low amount of supplies Wrong dates on stamper	Shortages of materials while performing days work Wrong date on transaction

A_3 (TASK STATEMENT) PREPARE CAGE

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational varibles Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Whole Numbers Counting (to determine correct amounts of supplier)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Checking for low amounts of supplies	Visual analysis

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A4 (TASK STATEMENT) SECURE CASH

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Money trays Adding machine Credit/debit memos Currency and coin Teller's vault Currency wrappers Coin wrappers	Wrap all coins and currency that can be wrapped Place all loose coin in a container Combine all loose currency and place in a container Place all coins and currency in the teller vault Lock teller vault	

DECISIONS	CUES	ERRORS
Determine amount of coin and currency to be wrapped	Amount of currency and coin	Loss of cash

A4 (TASK STATEMENT) SECURE CASH

SCIENCE	MATH – NUMBER SYSTEMS
Attention Concentration Mental alertness Mental clarity Organization	Positive rationals Properties of the real number system (to group cash and coins) associative (grouping)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS

Duty B Processing Payments

1 Determine type of payment
2 Verify amount
3 Issue receipt and post transaction

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B_1 (TASK STATEMENT) DETERMINE TYPE OF PAYMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard daily equipment Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Payment book or ledger Bank loan records	Request payment book or ledger Identify type of payment book Ask customer what type of payment	

DECISIONS	CUES	ERRORS
Determine type of payment	Payment book Statements by customer	Post payment to wrong account

(TASK STATEMENT) DETERMINE TYPE OF PAYMENT

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	To verbal communications of customer to determine type of payment	To analyze verble communications
Viewing	To visually analyze the type of payment	Visual analysis

B_2 (TASK STATEMENT) VERIFY AMOUNT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard daily equipment Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Payment book Actual payment	Check due date of payment Add late charges if necessary Compare amount of check with amount due or count cash offered	

DECISIONS	CUES	ERRORS
Determine if there is a late charge due Determine proper amount of payment offered	Date due in payment book Amount indicated due in payment book	Insufficient amount paid Overpayment

32 (TASK STATEMENT) VERIFY AMOUNT

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to generate integrity Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Positive rational Fundamental Operations (Calculation) (To add and subtract in order to perform late payment transactions) Subtraction algorithm

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	To determine amounts on payment slips	Detail/inference
Writing	To record proper payment amounts	Penmanship

B_3 (TASK STATEMENT) ISSUE RECEIPT AND POST TRANSACTION

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard daily equipment Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Payment book Credit slip Bank payment record Proof rack	Stamp coupon and payment book with teller stamp Separate coupon Obtain bank payment record Subtract amount paid from balance Enter new balance and record new balance in customer payment book Return payment book to customer Fill out credit slip and receipt form if customer has no payment book If cash, enter amount in telier machine Place note coupon and cash in proof rack	
DECISIONS	**CUES**	**ERRORS**
Determine type of receipt required Determine how payment is made (check or cash)	Type of payment book Check or cash	Unable to balance

B3 (TASK STATEMENT) ISSUE RECEIPT AND POST TRANSACTION

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational varibles Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability Attention Concentration Mental alertness Mental clarity Observation	Fundamental Operations (Calculation) (to add and subtract in order to determine correct balances) Subtraction algorithm

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	To determine amounts on notes or payment slips	Detail
Writing	To record proper data	Penmanship

Duty C Accepting Deposits - Checking and Savings

1 Determine type of deposit
2 Verify amount
3 Post transaction and issue receipt

C_1 (TASK STATEMENT) DETERMINE TYPE OF DEPOSIT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard daily equipment Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler remover Stapler Tape Teller machine tape Adding machine tape Teller stamp Withdrawl slips Deposit slip Deposit	Obtain information from customer Obtain information from deposit slip	
DECISIONS	**CUES**	**ERRORS**
Discriminate between checking account, savings account, Christmas account	Deposit slip Coupon book Customer information	Wrong type of deposit

c_1 (TASK STATEMENT) DETERMINE TYPE OF DEPOSIT

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintian capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational varibles Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Reading type of deposit on deposit slip	Detail
Listening	Obtaining information from customer as to type of account	Recognizing type of deposit

C_2 (TASK STATEMENT) VERIFY AMOUNT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard daily equipment Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Deposit Deposit slip	Note amount on deposit slip Count cash Proof with deposit slip Tabulate any checks Proof with deposit slip Check endorsement Deduct "less cash" Proof with deposit slip	

DECISIONS	CUES	ERRORS
Determine if deposit proofs with amount presented Determine if "less cash" is involved Determine if checks are endorsed	Amount of cash A new unendorsed check Deposit slip	Incorrect deposit amount Incorrect amount of cash returned to customer

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(TASK STATEMENT) VERIFY AMOUNT

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintian capacity to generate integrity Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational varibles. Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Positive rationals Uses of Number: (without calculation) (to count cash) Counting Coordinate system Ordering Indexing Coding-giving a coding system, recognizing and identify each unit involved by assigning necessary symbols, numerical or literal Ratio Fundamental Operations (Calculation) (to add and subtract amounts) Addition - Subtraction algorithm - multiplication algorithm - division algorithm - order of operations-use of parentheses in simplifying arithmetic expressions Property of comparison(to verify amounts with deposit slip equality/equivalence

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS

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C_3 **(TASK STATEMENT)** POST TRANSACTION AND ISSUE RECEIPT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard daily equipment pencils date stamps deposit slips debit and credit slips currency coin teller machine stapler stapler remover tape teller machine tape adding machine tape teller stamp withdrawal slips Savings book Deposit slip Computer print out sheet for savings account	Verify account with computer print out Enter date and amount of deposit in savings book Enter adjusted balance in savings book Verify adjusted balance in savings book with savings deposit slip Enter amount in teller machine Stamp deposit slip and return stamped portion as receipt	

DECISIONS	CUES	ERRORS
Determine savings account book, computer print out and deposit slip proof	Savings account book Deposit slip Computer print out	Incorrect balance

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C_3 (TASK STATEMENT) POST TRANSACTION AND ISSUE RECEIPT

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational varibles Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability Attention Concentration Mental alertness Mental clarity Observation	Positive rationals Fundamental Operations (Calculation to add and subtract amounts) Subtraction algorithm Basic Arithmetic skills and concepts (to verify amounts with deposit slips) Property of comparison Equality/equivalence Inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS

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Duty D Cashing Drafts

1 Determine validity of draft
2 Identify bearer
3 Honor draft

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D_1 (TASK STATEMENT) DETERMINE VALIDITY OF DRAFT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard daily equipment pencils date stamps deposit slips debit and credit slips currency coin teller machine stapler stapler remover tape teller machine tape adding machine tape teller stamp withdrawal slips Draft Overdraft sheet	Verify endorsement Verify date Verify payee's signature Verify amount of draft Check overdraft sheet Contact bank on which draft is drawn	

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DECISIONS	CUES	ERRORS
Determine if draft is endorsed correctly Determine if draft is dated correctly Determine if draft is signed correctly Determine if draft amount is indicated correctly Determine if sufficient funds are available	Actual draft presented Overdraft sheet	Draft will be returned Incorrect amount paid

D_1 (TASK STATEMENT) DETERMINE VALIDITY OF DRAFT

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confientialty Maintain capacity to foster cooperation Maintain capacity to generate integrity Exhibit qualities of self-confidence, self control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	To read endorsements and other information on drafts	Detail/inference

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D_2 (TASK STATEMENT) IDENTIFY BEARER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard daily equipment pencils date stamps deposit slips debit and credit slips currency coin teller machine stapler stapler remover tape teller mahcine tape adding machine tape teller stamp withdrawal slips Draft Identification driver's license social security card bank I.D. cards credit cards school I.D.	Know the bearer Request identification Compare names Compare signatures Compare address Compare pictures with bearer	
DECISIONS Determine if I.D. matches bearer	**CUES** Identification provided	**ERRORS** Payment to non bona-fide bearer

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D_2 (TASK STATEMENT) IDENTIFY BEARER

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to funciton efficiently when encountering fast changing, multiple, personal or situational varibles. Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity	

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking Reading	To request information from bearer of the draft To verify information on identi-cation documents presented by the bearer	Terminology/general vocabulary Detail/inference

D_3 (TASK STATEMENT) HONOR DRAFT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard daily equipment pencils date stamps deposit slips debit and credit slips currency coin teller machine stapler stapler remover tape teller machine tape adding machine tape teller stamp withdrawal slips Draft Cash	Enter transaction in teller machine Count out cash at least twice Place draft in proof rack Count cash to bearer	

DECISIONS	CUES	ERRORS
Determine if cash is correct amount	Counting cash	Paying wrong amount of cash out

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D_3 (TASK STATEMENT) HONOR DRAFT

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Reduction of fractions (to count out cash) Property of comparison (to determine if cash and amount of check are the same) equality/equivalence inequality/greater than/less than

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	To verbally count cash back to customer	Enunciation

Duty E Issuing Drafts

1 Issue money order
2 Issue cashier's check
3 Issue certified check
4 Issue traveler's check

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E_1 (TASK STATEMENT) ISSUE MONEY ORDER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard daily equipment pencils date stamps deposit slips debit and credit slips currency coin teller machine stapler stapler remover tape teller machine tape adding machine tape teller stamp withdrawal slips Money order	Obtain money order Imprint amount of money order with checkwriter Separate bank's copy of money order Obtain cash and fee for check Ring cash in on teller machine Giver customer money order Place bank's copy of money order in proof rack	
DECISIONS	**CUES**	**ERRORS**
Determine amount of money order Determine amount of fee	Verbal request for amount Bank's scale for fee	Improper amount imprinted Improper fee charged

E1 (TASK STATEMENT) ISSUE MONEY ORDER

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to generate integrity Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Positive rationals Property of comparison(to count cash and verify that the amount of cash is equal to amount of money order and fees) equality/equivalence inequality/greater than/less than

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking Writing	To question customer as to amount of money order To fill in proper amounts on the money order and related forms and to use correct penmanship	General vocabulary Memo format Penmanship

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E_2 (TASK STATEMENT) ISSUE CASHIER'S CHECK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Cashier's check Typewriter Checkwriter machine	Determine amount of cashier's check Obtain cashier's check Imprint amount requested on check Type of check: remitter payee; date; amount Sign cashier's check Obtain cash and fees Separate bank's copy of check and give check to customer Ring cash into teller machine Place bank's copy of check in proof rank	

DECISIONS	CUES	ERRORS
Determine amount of check Determine amount of fee	Verble request for amount Bank's scale for fee	Improper amount imprinted Improper amount of fee charged

E_2 (TASK STATEMENT) ISSUE CASHIER'S CHECK

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to generate integrity Exhibit qualities of self-confidence, self-control, self-reliance, self -respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Positive rationals Property of comparison (to count cash and to verify that the amount of cash is equal to the amount of the cashiers check and fees) equality/equivalence inequality/greater than/less than

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	To question customer as to amount of cashier's check	General vocabulary
Writing	To fill in proper amounts on the cashier's check and related forms and to use correctly	Memo format Penmanship

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F_3 (TASK STATEMENT) ISSUE CERTIFIED CHECK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Hole puncher Certified check stamp Certified check label Request for certified check form Computer print out sheet for checking accounts	Receive completed check Verify amount in checking account on print out sheet Stamp check as certified-fill in amount and initial notation Place certified label on check Complete certified check form Punch holes in account number on check Give customer original form and check Fill out credit memo Place bank's copy of certified check form and credit memo in proof rack	

DECISIONS	CUES	ERRORS
Determine amount in checking account	Amount requested Computer print out	Insufficient funds for certification

F_3 (TASK STATEMENT) ISSUE CERTIFIED CHECK

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to generate integrity Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Positive rationals Property of comparison(determining that the amount of money in the customer accounts at least equal to the amount of the certified check) equality/equivalence inequality/greater than/less than

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking Writing	Explaining to the customer the use of the certified check To fill in proper blank on the check	Explaining Penmanship

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E_4 **(TASK STATEMENT)** ISSUE TRAVELER'S CHECK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Traveler's checks and inventory sheet	Obtain checks in denominations requested Customer signs checks in presence of teller Prepare inventory list of checks which customer signs Compute fees for travel check company and bank on credit slip Collect money for checks plus all fees Give checks to customer Forward money collected less bank's fee to travel check company with inventory of checks issued Ring total cash collected in teller machine Place credit slip in proof rack Place bank's check inventory in pre-designated area	

DECISIONS	CUES	ERRORS
Determine amount of checks and denominations Determine fees charged	Verbal request Bank scale	Incorrect amount and denominations Incorrect fees

E_4 **(TASK STATEMENT)** ISSUE TRAVELER'S CHECK

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to generate integrity Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Positive rationals Property of comparison (determining that the amount of money paid by the customer is equal to the amount of traveler's checks and fees) equality/equivalence inequality/greater than/less than

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Determining the amount of traveler's checks required by the customer	Analyzing verbal communication
Writing	To fill in proper forms for issuance of checks	Penmanship

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Duty F Processing Safety Deposit Box Transactions

1 Determine customer needs and prepare rental contract
2 Collect rental fees and issue receipt
3 Admit customer to safety deposit box

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F_1 **(TASK STATEMENT)** DETERMINE CUSTOMER NEEDS AND PREPARE RENTAL CONTRACT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Safety deposit box rental records Safety deposit box and keys Safety deposit box rental contract	Determine size needed by questioning Determine identity of customer Obtain two keys to box Complete rental contract/signature card Present keys and direct customer to box Describe bank procedure for obtaining access to box File rental contract/signature card	

DECISIONS	CUES	ERRORS
Determine size of safety deposit box **Determine identity of customer**	Verbal questioning Proper identification	Incorrect size box Fictitious name on rental contract

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F_1 (TASK STATEMENT) DETERMINE CUSTOMER NEEDS AND PREPARE RENTAL CONTRACT

SCIENCE	MATH – NUMBER SYSTEMS
Maintian capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Questioning customer as to size of box desired	Terminology
	Explaining procedures for use of safety deposit box	Terminology/general vocabulary
Listening	Determining customer needs and uses for the safety deposit box	
Writing	Filling out rental contracts and forms	Penmanship Memo format

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F_2 (TASK STATEMENT) COLLECT RENTAL FEES AND ISSUE RECEIPT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine **stapler** Stapler remover Tape Teller machine **tape** Adding machine **tape** Teller stamp **Withdrawal slips** Rental receipt	Indicate fee required per box size Complete receipt form (three part) Obtain payment of fee If cash, ring in teller machine and place bank copy of rental receipt in proof rack If check, place check and bank copy of rental receipt in proof rack Issue customer original of 3 part rental receipt	

DECISIONS	CUES	ERRORS
Determine amount of fee **Determine use of teller machine**	Size of box Cash or check	Incorrect fee charge Incorrect teller machine operation

2 (TASK STATEMENT) COLLECT RENTAL FEES AND ISSUE RECEIPT

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational varibles Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Positive rationals Property of comparison (to insure that amount of money paid is equal to amount required) equality/equivalence inequality/greater than/less than

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Explaining to customer the amount due for rental of the safety deposit box	General vocabulary

54

F_3 (TASK STATEMENT) ADMIT CUSTOMER TO SAFETY DEPOSIT BOX

55

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Lock box keys Admittance slip Signature card file	Complete admittance slip (customer) Compare with signature card Record date and time on signature card Obtain vault key and bank key to box Use bank key and customer key to obtain box Direct customer to private area Upon completion of use, return box and lock in vault	
DECISIONS	**CUES**	**ERRORS**
Determine correct signature Determine possession of key	Signature card Physical possesion of key	Unauthorized person gaining access to box

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(TASK STATEMENT) ADMIT CUSTOMER TO SAFETY DEPOSIT BOX

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to foster cooperation Maintain capacity to generate integrity Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Mental alertness Mental clarity	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking Reading	Greeting customer and obtaining his/her key to the safety deposit box Comparing signatures with signature card	General vocabulary Detail/inference

56

Duty G Operating Teller Machine

1 Close and open teller machine
2 Operate teller machine

57

G_1 **(TASK STATEMENT)** CLOSE AND OPEN TELLER MACHINE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips	Count cash Enter in machine Subtotal Total ''read'' key Proof teller machine tape Clear machine call keys Change date Change transaction number Remove tape and attach to teller card Prepare new teller card Submit used teller card with teller tape, and proof rack transactions to proof operator	

DECISIONS	CUES	ERRORS
Determine teller tape proof	Read tape	Incorrect transaction

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G_1 (TASK STATEMENT) CLOSE AND OPEN TELLER MACHINE

SCIENCE	MATH – NUMBER SYSTEMS
Attention Concentration Mental alertness Mental clarity Organization	Positive rationals (operation teller machine)

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Observing to insure proper operation of the teller machine	Visual analysis
Writing	Filling out teller card	Penmanship Memo format
Reading	Reading teller tape	Detail/inference

C_2 (TASK STATEMENT) OPERATE TELLER MACHINE

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips	Record cash received Record deposits received Record cash paid out	
DECISIONS	**CUES**	**ERRORS**
Determine type of transaction	Individual customer business required	Incorrect transaction

(TASK STATEMENT) OPERATE TELLER MACHINE

SCIENCE	MATH – NUMBER SYSTEMS
Attention Concentration Mental alertness Mental clarity Organization	Positive rationals Property of comparison (for counting of cash and verification that amount of cash equals amount of deposit) equality/equivalence inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Filling out cash received, deposits received and cash paid out	Penmanship General vocabulary Memo format

Duty H Processing Government Bond Transactions

1 Issue a U.S. government savings bond
2 Cash U.S. government savings bond

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H_1 **(TASK STATEMENT)** ISSUE A U.S. GOVERNMENT SAVINGS BOND

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Government bond E-bond form	Determine denominations and quantity requested Complete E-bond form Include: **title of individual; social security number, co-owner or beneficiary, indicate if bond is a gift, if bond is to be mailed or picked-up** Total amount of cash required Ring cash in teller machine Issue receipt to customer Complete credit memo and place in proof rack	

DECISIONS	CUES	ERRORS
Determine number of bonds and denominations required **Determine information on E-bond form**	Verbal request Verbal questioning	Incorrect bond denomination Incorrect E-bond form information

H. (TASK STATEMENT) ISSUE A U.S. GOVERNMENT SAVINGS BOND

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to generate integrity Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Positive rationals Property of comparison (to verify cash or payment with amount of funds necessary to purchase bond) equality/equivalence inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Greeting and questioning customer as to denomination and quantity of bonds desired - questioning customer for information on E-bond form	General vocabulary
Listening	Determining customer needs as to type of bonds and information for E-bond form	Analysis
Writing	Complete information on E-bond form	Penmanship Memo format

H_2 **(TASK STATEMENT)** CASH U.S. GOVERNMENT SAVINGS BOND

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Government bond	Determine denomination of bond Determine issue date Determine amount redeemable by finding issue date on "bond interest earned sheet" Identify bearer or bond Verify endorsement Pay cash Record transaction in teller machine Place bond in proof rack	

DECISIONS	CUES	ERRORS
Determine amount to pay bearer Determine identity of bearer Determine proper endorsement	Bond information sheet Bearer's identification Observation	Pay incorrect amount Pay to wrong bearer

(TASK STATEMENT) CASH U.S. GOVERNMENT SAVINGS BONDS

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Positive rationals Property of comparison (to count back proper amount of cash to customer to equal redeemable value of bonds) equality/equivalence Inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Questioning customer as to the number of bonds he/she wants to cash and the procedures involved	General vocabulary
Listening	Obtaining information to enter on reverse of E-bond to cash it	
Writing	Filling in information on the reverse of E-bond form	Penmanship Memo format

Duty I Opening New Accounts

1 Determine type of account required
2 Prepare application form and issue savings passbook or checkbook

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I_1 **(TASK STATEMENT)** DETERMINE TYPE OF ACCOUNT REQUIRED

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips	Interview customer to determine which type of account required Savings =explain alternatives Checking=explain alternatives	

DECISIONS	CUES	ERRORS
Determine need for savings account or checking account Determine type of savings or checking account	Verbal response	Incorrect type of account

1. (TASK STATEMENT) [illegible] TYPE OF ACCOUNT REQUIRED

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior **Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability** Attention Concentration Mental alertness Mental clarity Organization	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Greeting and questioning customer as to the type of account or accounts desired; Explaining the various types of accounts and their uses	General vocabulary Terminology
Listening	Determining customer's needs as to type of accounts needed	Analysis
Writing	Completing necessary forms for the types of accounts required	Penmanship

I_2 **(TASK STATEMENT)** PREPARE APPLICATION FORM AND ISSUE SAVINGS PASSBOOK OR CHECKBOOK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Application form (data form) Savings passbook Signature card New checking account kit Checking account sample kit	Complete application form (both checking and savings) Complete signature card Complete deposit slip Process deposit If checking account, select checkbook style and submit order Give customer passbook or new checking account kit with new balance posted Place bank copy of deposit in proof rack	

DECISIONS	CUES	ERRORS
Determine type of checkbook **Determine amount of deposit**	Customer request Deposit slip	Incorrect deposit

(TASK STATEMENT) PREPARE APPLICATION FORM AND ISSUE SAVINGS PASSBOOK OR CHECKBOOK

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to foster cooperation Maintain capacity to generate integrity Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Questioning customer for information to be included on application form, helping customer select checkbook style, etc.	General vocabulary
Listening	Hearing correct customer responses for information on application form	
Writing	Placing information in application form	Penmanship Memo format

Duty J Processing Savings Time Certificates

1 Determine customer needs
2 Prepare and issue certificate
3 Cash certificates

J_1 **(TASK STATEMENT)** DETERMINE CUSTOMER NEEDS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Rules and regulations	Interview customer to determine which type of account required Explain alternative certificates specifically: penalty clause; interest rate; maturity date Ask customer to indicate which certificate desired	

DECISIONS	CUES	ERRORS
Determine type of certificate	Customer request	Incorrect certificate

(TASK STATEMENT) DETERMINE CUSTOMER NEEDS

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behaviors Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational varibles Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking Listening	Examining types of accounts available, asking customer to explain which type of certificate desired Determining customer needs as to the type of account	General vocabulary

J_2 **(TASK STATEMENT)** PREPARE AND ISSUE CERTIFICATE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Bank data form Signature card Certificate	Complete signature card Complete savings certificate Process deposit Issue certificate to customer Complete data sheet from information on signature card Place bank's copy of certificate, data sheet, and signature card in proof rack	

DECISIONS	CUES	ERRORS
Determine amount of certificate **Determine amount of interest and maturity date**	Customer request Customer request and bank policy	Incorrect amount, interest, and maturity date

J2 (TASK STATEMENT) PREPARE AND ISSUE CERTIFICATE

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to foster cooperation Maintain capacity to generate integrity Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Mental alertness Mental clarity Organization Concentration	Positive rationals Property of comparison equality/equivalence inequality/greater than/less than

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing Listening	Completing signature card and other forms to issue certificate Obtaining information from customer to place on certificate	Penmanship Memo format

J_3 (TASK STATEMENT) CASH CERTIFICATES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Certificate Signature card Bank's copy of certificate	Verify maturity date Verify endorsement Check against signature card Pull bank copy of certificate Pay customer face value of certificate or reissue new certificate Indicate on copies of certificate and on signature whether cash was paid or new certificate Issued Route certificate to pre-designated teller	

DECISIONS	CUES	ERRORS
Determine if certificate is redeemable Determine if bearer is qualified endorser	Data on certificate Compare endorsement to signature card	Certificate may not be valid Improper endorsement

(TASK STATEMENT) CASH CERTIFICATES

SCIENCE	MATH – NUMBER SYSTEMS
Maintain capacity to foster trust Maintain capacity to foster confidentialty Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization	Positive rationals Property of comparison equality/equivalence Inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS